

Enterprise Incident Report Dec 2010

As of 1/3/2011

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Tax Commission	1 0	425 285	3 0	429 285
Customer Company Total	1 0	425 285	3 0	429 285

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Tax Commission	1	425	3	429
	0	21	2	23
Customer Company Total	1	425	3	429
	0	21	2	23

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours			
	High	Low	Medium	ATTIR Total
Tax Commission	1 0.09	425 0.18	3 2.18	429 0.19
Customer Company Total	1 0.09	425 0.18	3 2.18	429 0.19

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents			
	Bottom Number - Missed Resolution			
	High	Low	Medium	MR Total
Tax Commission	1 0	425 8	3 1	429 9
Customer Company Total	1 0	425 8	3 1	429 9

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Tax Commission	1 0.14	425 0.41	3 4.59	429 0.43
Customer Company Total	1 0.14	425 0.41	3 4.59	429 0.43

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Detail

INC000000217589	Vickie Gritzmacher	Application	Reporting	None		TIR Missed: No	TIR: 0.33
	Metro B Desktop Support	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.33
INC000000223777	Vickie Gritzmacher	Application	Reporting	None		TIR Missed: No	TIR: 0.50
	Metro B Desktop Support	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.58
INC000000224230	Vickie Gritzmacher	None	None	None		TIR Missed: Yes	TIR: 2.91
	Metro B Desktop Support	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.91
INC000000225918	Jackie Bate	Application	Reporting	None		TIR Missed: No	TIR: 0.28
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR: 2.19
INC000000226877	Dianna Wright	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.11
INC000000227028	Jeffrey Bawden	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227042	MV Price	Network	Performance	None		TIR Missed: Yes	TIR: 1.17
	Network Operations	Dave Bodily	Tax Commission	Medium	Closed	TTR Missed: No	TTR: 1.17
INC000000227085	Barry Conover	EIS Hardware	PC/Laptop	None		TIR Missed: Yes	TIR: 1.69
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.69
INC000000227099	Terri Reid	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227101	Stacee Dye	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227138	Jill Guevara	Application	Reporting	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227151	Lonnie Holt	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227159	Stephanie Vert	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227160	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227171	Priscilla Sims	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000227280	MV St George	Network	Performance	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000227287	Dianna Wright	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.58
INC000000227406	Cindy M Clark	Application	Error	State Payroll Time Entry System		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227628	Doral Vance	Network	Performance	None		TIR Missed: No	TIR:	0.88
	Metro B Hosting	Cordell Measells	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.88
INC000000227642	Amy Hill	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227669	Jeffrey Bawden	Application	Reporting	Microsoft Windows XP Professional		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227682	Amy Hill	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227710	Stacee Dye	Application	Reporting	Microsoft Windows XP Professional		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227778	Lynette Goodman	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227806	Cindy Rozzelle	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227903	Shandra Winters	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227911	Deona Sorensen	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.24
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.54
INC000000227937	Kelsey Gallacher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.79
INC000000227945	Janette Woodhouse	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227962	Brook Abarca	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227986	Michael Waterfall	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227994	Lori Tyteca	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000227997	Lori Tyteca	Telecom	Voice Mail	None		TIR Missed: No	TIR:	0.17
	Voice Operations	Annette Nielsen	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.22

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INC000000228022	Creed Collins Metro B Desktop Support	Application Austin Farey	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 3.49
INC000000228059	Adam Timmins Voice Operations	Telecom Julie Sabato	Call/Receive Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.36
INC000000228061	Angie Hillas Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228111	Charlie Roberts Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228114	Dwight Rimmasch Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228137	Gaylin Ford Voice Operations	Telecom Annette Nielsen	Voice Mail Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.22
INC000000228171	Jeff Carter Metro B Desktop Support	Application Austin Farey	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228227	Jacoba Larsen Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	4.68 4.68
INC000000228238	Rebecca Powell Metro B Help Desk	PC/Laptop Gavin Barney	Virus Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000228332	MV Ogden Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228388	Shelley Eastmond Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228464	Howard Smith Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Word Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228477	Vaun Johnson Metro B Hosting	Application Randy Spainhower	Error Tax Commission	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000228478	Deona Sorensen Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228504	Mariah McAfee Metro B Desktop Support	EIS Hardware Jed Johnson	Printer Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.22 2.73
INC000000228538	Charlie Roberts Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Adobe Acrobat 9.0 Pro Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000228797	Tyler McIntosh Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000228808	Jeff Peck	Storage	Stand Alone	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228811	Lorie Ferguson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.47
INC000000228871	Wendy Du	Application	Error	Microsoft Visual Basic		TIR Missed: Yes	TIR:	2.27
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: Yes	TTR:	6.08
INC000000228882	Randall Gardner	Application	Reporting	Acrobat Reader		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228894	Steve Coleman	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228919	MV Provo	Application	Reporting	None		TIR Missed: No	TIR:	0.69
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000228938	Jesse Ackerson	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228945	MV Provo	Network	Performance	None		TIR Missed: Yes	TIR:	5.07
	Network Operations	Dave Bodily	Tax Commission	Medium	Closed	TTR Missed: Yes	TTR:	12.30
INC000000228956	Janette Woodhouse	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228960	Joshua Quarnberg	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228963	MV South Valley	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000228997	Jeff Peck	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.83
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000229001	Christine Robinson	Network	Performance	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	
INC000000229006	Naomi Pace	None	None	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229023	Gary Abshire	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229027	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000229061	MV Citrix	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR:	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.16

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INC000000229096	Dean Powell Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229125	MV Salt Lake City Metro B Help Desk	Network Gavin Barney	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229151	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229208	Dean Powell Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229274	Candace Hays Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229302	Brett Teuscher Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	Microsoft Office Professional 20 Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	12.24 12.24
INC000000229360	Scott Mann Metro B Help Desk	Network Brent Wishart	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229374	MV Heber Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 0.34
INC000000229490	MV Ogden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229506	Cynthia Williams Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229557	Lynn Solarczyk Metro B Desktop Support	Remote Connectivity Sean Chadbourne	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229580	Karen Moody Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229604	Said Hernandez Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229606	MV Nephi Metro B Desktop Support	PC/Laptop Sean Chadbourne	Performance Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229607	Brooke DiFrancesco Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229631	Carole Parker Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000229635	Jeffrey Bawden Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	7.85 7.85

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INC000000229678	Jeff Carter	Wireless Connectivity	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229737	Charlie Roberts	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229744	Charlie Roberts	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229749	Heather Gamon	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229809	Nancy Zullo	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229826	Aaron Cook	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229830	Aimee Nielsen-Larios	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.22
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 1.52
INC000000229849	MV Citrix	Application	Reporting	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229850	MV Citrix	Remote Connectivity	Error	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229915	Nancy Zullo	Application	Error	PGP		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229918	Nancy Zullo	Application	Error	PGP		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229928	Brook Abarca	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000229965	Mike Kenney	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000230000	Rachel Maldonado	Mainframe	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000230034	Michael Waterfall	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000230085	Lynn Solarczyk	Network	Password	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000230092	Karla Buh	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000230168	Deona Sorensen	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230254	Shane Maag	EIS Hardware	Printer	None	TIR Missed: Yes	TIR: 1.99
	Metro B Desktop Support	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	TTR: 2.09
INC000000230261	Christena Francom	Application	Password	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230303	Michael Cragun	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.05
	Voice Operations	Annette Nielsen	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.18
INC000000230316	Mia Detton	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230454	MV Salt Lake City	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230470	Dennis Morrison	Application	Reporting	Microsoft Office Professional 20	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230477	Virpal Kaur Sidhu	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.24
INC000000230485	MV Richfield	Network	Performance	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230490	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230494	MV Salt Lake City	Network	Performance	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230500	MV St George	Network	Performance	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230504	MV Farmington	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230520	David Robinson	Mainframe	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230537	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230570	Sharleen Burningham	Network	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230595	Kimberly Knorr	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000230629	Doral Vance	Application	Reporting	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230640	Randolph Creager	Application	Error	Microsoft Access	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230667	Alison Clayson	Application	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230719	Stephen Anderson	Application	Error	Novell Messenger	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230722	Valerie Ashby	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230748	Scott F Richards	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	TTR: 2.69
INC000000230768	Deona Sorensen	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230807	Brook Middleton	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230812	Steve Coleman	Application	Error	Microsoft Excel	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230839	Brandy Arnoldus	Application	Reporting	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230845	Brenda Patterson	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230885	Jesse Ackerson	Application	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230887	Jamie Hansen	Application	Error	None	TIR Missed: No	TIR: 0.29
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.63
INC000000230920	Jim McNair	None	None	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	TTR: 1.82
INC000000230962	Sherry Bushnell	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000230970	Gary Ure	Application	Password	None	TIR Missed: No	TIR: 0.04
	Security	Sharon Smith	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.04
INC000000230997	Michael McMillan	Application	Reporting	Acrobat Reader	TIR Missed: Yes	TIR: 1.41
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 4.06

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INC000000231042	Rosario Jones	None	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231054	Paula Vanikiotis	Application	Reporting	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231101	MV Vernal	PC/Laptop	Error	Novell Messenger	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231104	Janette Woodhouse	Application	Password	GenTax	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231105	Lee Hill	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR:	2.68
INC000000231128	Rosario Jones	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: Yes	TIR:	2.54
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR:	2.71
INC000000231131	Christine Robinson	Application	Password	GenTax	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231136	MV Provo	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231139	Lonnie Holt	Application	Error	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231143	Brandi Aleman	Application	Password	GenTax	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231144	MV Provo	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231171	Joseph Bradbury	Application	Error	Microsoft PowerPoint	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231187	MV Farmington	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231203	Dianna Wright	Application	Reporting	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231224	Kimberly Knorr	Application	Error	Microsoft Excel	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231233	Gerald Osborne	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.00
INC000000231235	Marcia Orr	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	TIR:	0.54
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR:	0.76

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INC000000231260	Debra Frazier Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft Office Professional 20 Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231273	MV Citrix Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.23
INC000000231289	Lia Eckhardt Metro B Help Desk	Server Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231385	Kevin Park Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231493	MV South Valley Metro B Desktop Support	Application Torri Randa	Reporting Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.11 1.11
INC000000231645	Virpal Kaur Sidhu Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231716	Jackie Bate Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231737	Bob Swanson Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231941	Jordan Wheeler Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231944	Paula Vanikiotis Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professi Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231980	Shelley Eastmond Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professi Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000231998	Ray Paulsen Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 0.76
INC000000232008	Jackie Bate Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232024	Rosario Jones Metro B Desktop Support	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.73 0.73
INC000000232032	Kerry Chapman Metro B Help Desk	Telecom Brent Wishart	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232035	Ashley LaMarca Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professi Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232040	Rosario Jones Metro B Desktop Support	Network Sean Chadbourne	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000232062	Lara Capes	Application	Error	State Payroll Time Entry System	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232089	Ann Dillenbeck	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.09
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 1.16
INC000000232096	Julie Halvorson	Application	Error	Symantec AntiVirus	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232113	June Hesleph	Mainframe	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232168	Randall Gardner	Application	Reporting	State Payroll Time Entry System	TIR Missed: No	TIR: 0.63
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.89
INC000000232174	Angie Hillas	Application	Password	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232189	Paula Vanikiotis	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professional	TIR Missed: No	TIR: 0.49
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.78
INC000000232206	Rosario Jones	Application	Error	None	TIR Missed: No	TIR: 0.76
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	TTR: 1.92
INC000000232220	MV St George	EIS Hardware	PC/Laptop	None	TIR Missed: No	TIR: 0.56
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.56
INC000000232237	Janet S Taylor	Mainframe	Password	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232240	Craig Sandberg	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232257	Howard Smith	Mainframe	Password	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232266	Janet S Taylor	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232304	Vickie Gritzmacher	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.47
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.47
INC000000232306	Rexalee Jolley	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000232323	Shirleen Thompson	EIS Hardware	Printer	None	TIR Missed: Yes	TIR: 2.98
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: Yes	TTR: 12.99
INC000000232327	Frank Hales	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000232345	Christena Francom Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232349	Jim McNair Metro B Desktop Support	None Austin Farey	None Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.08
INC000000232368	MV Ogden Metro B Help Desk	EIS Hardware Brent Wishart	Printer Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232403	Brent Taylor Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232439	Melanie Palmer Metro B Help Desk	Application Brent Wishart	Password Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232453	Fariba Labib Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232546	Shirleen Thompson Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232552	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232564	MV Parowan Metro B Help Desk	EIS Hardware Brent Wishart	PC/Laptop Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232587	Brandon Cowdell Metro B Desktop Support	Application Austin Farey	Reporting Tax Commission	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1.03 9.49
INC000000232646	Dana Johnson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232647	Priscilla Sims Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.63 0.63
INC000000232657	Kimberly Knorr Metro B Help Desk	Network Brent Wishart	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232668	Brooke Vincent Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232714	Karen Yakovich Metro B Help Desk	Application Brent Wishart	Error Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232780	MV Richfield Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000232793	Lara Capes Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000232797	Vickie Gritzmacher	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232798	Vickie Gritzmacher	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232945	Francine Corbridge	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000232957	MV Cedar City	PC/Laptop	Hardware	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232964	MV Provo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000232998	Lee Stephens	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233041	Wendy Gianchetta	Application	Reporting	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233087	Shirleen Thompson	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233112	MV Citrix	Application	Error	None		TIR Missed: No	TIR:	0.53
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.53
INC000000233162	MV St George	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233307	Janet Thomas	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233324	Heidi Ashdown	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR:	0.10
	Metro B Desktop Support	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	TTR:	2.01
INC000000233361	Valerie Ashby	Application	Password	Motor Vehicle Administration		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233369	MV Provo	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233403	Priscilla Sims	Network	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000233448	MV Duchesne	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	1.99
INC000000233457	Bruce Johnson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00

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INC000000233516	MV Logan	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233523	Brandon Cowdell	EIS Hardware	PC/Laptop	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233582	Michael Paletta	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.09
INC000000233598	Joseph Bradbury	Application	Error	Internet Explorer	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233608	Dennis Mitchell	Network	Performance	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233624	Christine Robinson	Server	Error	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233629	MV Coalville	Application	Error	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233652	Jackie Curtis	Telecom	None	None	TIR Missed: No	TIR: 0.24
	Voice Operations	Annette Nielsen	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.42
INC000000233693	Christena Francom	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233776	Christine Fratto	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233817	Jeffrey Paulsen	Mainframe	Password	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233832	Elaine Valdez	Mainframe	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233857	Julie Goins	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233875	Fo'ou Vehikite	Application	Error	BlueZone	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233884	Cheryl Keener	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233890	Cheryl Keener	Application	None	Content Manager	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00
INC000000233893	Cheryl Keener	Application	None	Novell GroupWise 32-bit Window	TIR Missed: No	TIR: 0.00
	Rural South Desktop Support	Lance Nay	Tax Commission	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000234009	Jamie Hansen Metro B Help Desk	Application Brent Wishart	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234020	Ryan Pollard Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234033	Warren Webb Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234057	Jackie Curtis-Jackman Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234182	Ray Paulsen Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234189	Shelley Robinson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234196	John Manning Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234198	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234201	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234229	Joseph Bradbury Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft PowerPoint Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234274	Jason Rhodes Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	WordPerfect Office 2002 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234332	Susan Waters Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Toner/Fuser/Ink Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 0.38
INC000000234346	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234391	Jake Marino Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234497	Becky McKenzie Metro B Desktop Support	Application Torri Randa	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234500	Doug Smith Metro B Desktop Support	Network Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000234505	Randolph Prawitt Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000234517	MV Logan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.02
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000234559	Kelsey Gallacher	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234589	Brett Teuscher	Network	Performance	None		TIR Missed: No	TIR:	0.03
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000234595	Sherry Bushnell	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234604	Sherry Bushnell	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234613	Robert Platt	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234651	Sherry Bushnell	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234703	Ann Dillenbeck	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.34
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000234736	DJ Kruger	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234742	Mark Fluckiger	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234743	Dianna Wright	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234752	Ann Dillenbeck	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234794	MV Richfield	Application	Reporting	Internet Explorer		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000234824	Dee Talbot	EIS Hardware	PC/Laptop	None		TIR Missed: Yes	TIR:	2.55
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Closed	TTR Missed: No	TTR:	3.11
INC000000234870	Craig Jolley	Mobile Devices	Error	None		TIR Missed: Yes	TIR:	1.80
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	3.81
INC000000234886	MV Loa	EIS Hardware	Printer	None		TIR Missed: Yes	TIR:	1.42
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	TTR:	1.48
INC000000234894	Karalynn Malcolm-Sugden	Application	Error	Microsoft Windows XP Professio		TIR Missed: Yes	TIR:	1.24
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	TTR:	1.52

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INC000000234904	Chante Hammond Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234930	MV Provo Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234946	Chante Hammond Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000234950	Sherry Bushnell Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235041	MV Citrix Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.33 1.33
INC000000235083	Jennifer Stanger Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235120	Ruth Ann Jefferies Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Office Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235144	Eric Cropper Metro B Desktop Support	None Austin Farey	None Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235188	MV South Valley Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235307	Randolph Prawitt Metro B Desktop Support	Network Jed Johnson	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 1.54
INC000000235308	Dustin Ashcroft Metro B Desktop Support	PC/Laptop Sean Chadbourne	Password Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235315	MV Ogden Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235318	MV Provo Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235363	MV St George Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235448	MV South Valley Voice Operations	Telecom Annette Nielsen	Dial Tone Tax Commission	None Medium	TIR Missed: No TTR Missed: No	TIR: TTR:	0.31 0.31
INC000000235456	Pat Sorensen Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000235490	Gloria Spriggs Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Toner/Fuser/Ink Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.11

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INC000000235512	MV Milford	Network	Error	None		TIR Missed: No	TIR: 0.27
	Network Operations	Brant Davis	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.27
INC000000235577	Eric Cropper	None	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235586	Marcia Orr	None	None	McAfee VirusScan Enterprise		TIR Missed: No	TIR: 0.49
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.98
INC000000235612	Cindy M Clark	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235657	MV Citrix	Network	Error	Citrix ICA Client		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235731	Eric Cropper	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.13
INC000000235800	Shelley Eastmond	Application	Error	Microsoft Excel		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000235806	Gene Petrie	None	None	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro B Hosting	Randy Spainhower	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.07
INC000000235963	Cindy M Clark	Application	Error	Microsoft Windows XP Professio		TIR Missed: Yes	TIR: 1.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 2.14
INC000000235967	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236025	Beverly Beitel	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.59
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.59
INC000000236031	Shelley Eastmond	Application	Error	Microsoft Office Professional 20		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236059	Allen Maxson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236079	Christine Robinson	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236134	Christena Ohrn	Application	Error	Adobe Reader		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236139	Amanda Gillespie	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236203	Brook Abarca	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000236219	Ashley LaMarca Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236226	Christa Johnson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236271	Debra Ross Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 1.40
INC000000236284	Jordan Wheeler Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
INC000000236291	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236342	MV Salt Lake City Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236343	Kent Spendlove Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236356	Gerald Osborne Metro B Desktop Support	Application Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.03 1.90
INC000000236411	MV Logan Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.81
INC000000236467	Kimberly Knorr Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236469	Lisa Manning Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236470	DJ Kruger Metro B Desktop Support	PC/Laptop Sean Chadbourne	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236474	MV Cedar City Metro B Desktop Support	Application Sean Chadbourne	Reporting Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236491	Julie Jones Metro B Desktop Support	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236520	Allen Maxson Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	Novell GroupWise 32-bit Window Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236600	Jann Penney Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000236615	Stephen Anderson Metro B Desktop Support	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000236642	MV Fillmore	Network	Error	None		TIR Missed: No	TIR: 0.09
	Network Operations	Dave Bodily	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000236649	Donald Conger	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236650	Christine Fratto	Mainframe	Password	BlueZone		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236655	Janet S Taylor	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.10
INC000000236735	Janet Shimizu	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236738	Jordan Wheeler	Application	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236754	Stacey Hammond	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236766	Cindy M Clark	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.77
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.77
INC000000236771	Becky McKenzie	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236787	Laurie Gallegos	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR: 0.16
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 1.05
INC000000236845	Elaine Valdez	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236875	Amanda Gillespie	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.04
INC000000236879	Allen Maxson	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236892	MV Ogden	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236909	MV Ogden	PC/Laptop	Performance	Microsoft Windows XP Professi		TIR Missed: No	TIR: 0.75
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.75
INC000000236913	Jim McNair	Application	Password	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000236917	Karleen Mitchell	Application	Password	GenTax		TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR: 0.00

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INC000000236999	Shelley Eastmond	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.09
INC000000237033	Adam Timmins	Application	Password	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237063	Mark Kaleta	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237084	Lara Capes	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237137	MV Fillmore	Network	Error	None		TIR Missed: Yes	TIR:	1.85
Network Operations	Dave Bodily	Tax Commission	Low	Resolved		TTR Missed: Yes	TTR:	6.69
INC000000237141	Alison Clayson	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237142	Robert Patterson	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237151	Stephen Anderson	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237154	Elaine Valdez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237160	Jennifer Casady	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.04
Voice Operations	Annette Nielsen	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.07
INC000000237173	Bryan Jackson	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237203	Karen Yakovich	Mainframe	Password	BlueZone		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237208	Hossein Zaryoun	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237209	Hossein Zaryoun	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237240	Stephen Anderson	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237293	MV Provo	Application	Error	Motor Vehicle Administration		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00
INC000000237344	Stephen Anderson	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved		TTR Missed: No	TTR:	0.00

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INC000000237392	Larry Hatch	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237471	Beverly Beitel	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237487	MV Loa	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000237558	Jennifer Casady	Application	Password	None		TIR Missed: Yes	TIR:	1.53
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	1.53
INC000000237582	Stephen Anderson	Network	Password	None		TIR Missed: No	TIR:	0.58
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.58
INC000000237624	Kay Riche	Application	Reporting	None		TIR Missed: No	TIR:	0.23
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: Yes	TTR:	7.62
INC000000237669	Vickie Gritzmacher	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR:	0.10
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: Yes	TTR:	8.74
INC000000237689	Diana O'Brien	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.08
	Voice Operations	Lois Schow	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.15
INC000000237775	MV Roosevelt	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237783	John Collen	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237885	Gene Petrie	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237897	Barry Conover	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000237922	Jim McNair	Network	Performance	None		TIR Missed: No	TIR:	0.26
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.26
INC000000237934	MV Duchesne	EIS Hardware	Printer	None		TIR Missed: No	TIR:	0.14
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.14
INC000000237963	Kay Riche	Network	Password	None		TIR Missed: No	TIR:	0.13
	Metro B Desktop Support	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000237980	Jim Thompson	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238016	MV Provo	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000238078	Terri Reid	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238081	Robert Patterson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238088	Jennifer Casady	Telecom	Voice Mail	None	TIR Missed: No	TIR: 0.08
	Voice Operations	Lois Schow	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.16
INC000000238090	Julie Halvorson	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238094	Cheryl Horowitz	Application	Reporting	Motor Vehicle Administration	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238119	Marc B Johnson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238122	Christena Ohrn	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238169	Gene Petrie	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238174	June Washington	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238234	Jane Otis	Mainframe	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238259	Herb Jenkins	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.35
INC000000238285	Janette Woodhouse	Application	Password	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238292	Brady Newswander	Network	Password	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238334	Jennifer Stanger	Application	Password	GenTax	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238348	Brent Budge	Application	Reporting	None	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238401	Janet Thomas	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000238480	Sherry Bushnell	Application	Reporting	Utah Criminal Justice Informatio	TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000238493	Herb Jenkins	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238506	MV South Valley	Application	Reporting	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238582	Laura Atwood	Application	Reporting	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.92
INC000000238632	Jonathan Wood	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238638	Lindsey Boone	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238645	Courtney Minchey	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238665	Elaine Valdez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.49
INC000000238704	Debbie Evans	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000238742	Jeanette Sever	Application	Password	GenTax		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238756	Aman Kudiya	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238811	Ray Paulsen	EIS Hardware	PC/Laptop	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238915	Julie Jones	Application	Error	Microsoft Office		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238936	Pamela Raia	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	
INC000000238956	Laurie Lefevre	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	
INC000000238981	Mary Morehouse	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000238988	Alisi Tupou	Network	Password	None		TIR Missed: No	TIR:	0.27
	Metro B Help Desk	Brent Wishart	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	1.18
INC000000238989	Laurie Lefevre	PC/Laptop	Virus	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000239169	MV St George Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low		TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239195	Randy Farnsworth Metro B Hosting	Server Paul Engberson	Error Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 0.35
INC000000239206	Karen Lingard Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239208	Christena Ohn Metro B Help Desk	Telecom Brent Wishart	Hardware Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239240	Pamela Raia Metro B Help Desk	Application Brent Wishart	Reporting Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239274	Alled Bates Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239283	Mary Morehouse Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239284	Karen Yakovich Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239293	Larry Hatch Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239295	Stephanie Vert Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239340	Sandra Herbert Metro B Desktop Support	Print/Copy/Scan/Fax Torri Randa	Error Code Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239358	Donald Conger Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239359	MV Beaver Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239360	Christine Robinson Metro B Help Desk	PC/Laptop Gavin Barney	Virus Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239367	Beverly Beitel Metro B Desktop Support	Print/Copy/Scan/Fax Austin Farey	Incident Tax Commission	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.02 1.12
INC000000239382	MV Citrix Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000239427	Nicole Leavitt Voice Operations	Telecom Annette Nielsen	Call/Receive Tax Commission	Telephone High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 0.14

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INC000000239454	MV Citrix	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239458	Vera Bullock	Application	Password	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239467	Angela Simmons	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	TIR:	0.00
	Metro B Desktop Support	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239477	Gaylin Ford	Application	Error	None		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000239504	Jeffrey Paulsen	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	TTR:	0.00